

# **GOVERNMENT TRAVEL CHARGE CARD REMINDERS**

## **GSFC Agency Program Coordinator (APC)**

Barbara Prather; Code 151.1, 301-286-3183, [Barbara.M.Prather@nasa.gov](mailto:Barbara.M.Prather@nasa.gov)

Melissa Mouser; Alternate APC, Code 159, 301-286-6089, [Melissa.E.Mouser@nasa.gov](mailto:Melissa.E.Mouser@nasa.gov)

- The APC can obtain additional Bank of America (BOA) billing statements
- Can temporarily increase the \$300 ATM limit for foreign travel
- Can assist with conference or registration fees
- Will monitor all account activity for misuse and abuse
- Will collect the travel charge card when an employee is retiring or resigning
- Can assist with issues in processing your travel voucher

## **Bank of America Customer Service 1-800-472-1424**

In the rare instance that your card should be declined and retained by an ATM, call BOA customer service. Your card may be retained if you attempt to exceed daily limits in three consecutive ATM transactions. Contact customer service for lost or stolen cards.

## **Travel Charge Card Requirements**

The government charge card is required for official travel related expenses such as lodging, auto rental, food, fuel, airline ticket. FTR 301-51.1

## **ATM Travel Advances**

An ATM advance can be obtained for the use of travel related expenses while on official travel. ATM transactions are limited to \$300 once every 7 days for domestic travel and \$500 once a day for 7 days, NTE \$1500 for foreign travel. BOA will charge a 1.9% fee for every advance withdrawal.

## **Travel Charge Card Don'ts**

- Do not use the travel charge card for personal use (retail purchases, non official ATM withdrawals, etc...)
- Do not use your travel charge card for anyone other than yourself
- Do not wait until the receipt of your monthly bill to file a travel voucher
- Do not use your travel charge card to make unauthorized small purchases

## **Understanding Delinquency**

Delinquency is caused when there is a failure to pay your financial obligation on the government travel charge card in a timely matter. Payment must be made in full upon receipt of billing statement whether reimbursement has been received or not.

#### Top Five Reasons for Delinquency

- Late Voucher Filings/ Reimbursement Delays
- Misuse
- Overspent Per Diem
- Misuse of Voucher Reimbursement
- Excessive Cash Advances

#### **Delinquency Life Cycle Table**

<b>Days Past Due</b>	<b>Action Taken by Bank of America</b>
30	Statement message
45	Letter and phone call
*55	Pre-Suspension letter and phone call
*60	Account suspended, statement message, phone call and letter
90	Statement message, phone call and letter
*120	Statement message, pre-cancellation letter
**126	Account cancelled, cancellation letter, phone call and alternate payment options
150/180	Statement message, phone call, past due letter, pre-charge off letter and alternate payment options

\*Account suspensions, cancellations, misuse and abuse information will be forwarded to Human Resources (HR) for intervention and corrective action.

\*\*If your account is canceled due to delinquent payment (credit revoked) BOA will **NOT** re-open the account after payment has been collected or time has passed.

#### **Payment Method Options**

Payment Mailing Address

Bank of America

PO Box 53139

Phoenix AZ 85072-3139

On-Line Payment (Free Service)

[www.MyEasyPayment.com](http://www.MyEasyPayment.com)

Payment by Phone (\$10.00 Fee)

1-800-472-1424

In person at any Bank of America location

(Payments posted within 2-3 days)

#### **Infrequent Travelers, Account Cancellations and Suspended Accounts**

Travelers that need to go on official travel and do not have a government travel charge card can have their tickets purchased on GSFC centrally billed account (CBA). Please provide this information in the remarks section of the travel authorization for proper processing.